



**Commonwealth of Massachusetts**  
**Department of Public Safety**  
**Board of Building Regulations and Standards**



**Home Improvement Contractor  
Registration Program**

**Thomas L. Rogers**  
Director

**Complaint Submittal Form**

This form is to be used to submit a complaint to the Board of Building Regulations and Standards regarding a registered Home Improvement Contractor. A complaint submitted to this agency may result in sanctions against the contractor, including suspension, revocation, and/or administrative penalties.

The contract must have been for reconstruction, alteration, renovation, repair, modernization, conversion, improvement, removal, demolition or construction to an **existing** 1-4 unit, owner-occupied, residential building or adjacent structure to such residence or building. The contract, or total value of all contracts must exceed \$1,000. If your contract does not meet these specifications, then your complaint does not fall under the Home Improvement Contractor Registration Program.

***Complaint Submitted By: (Homeowner/Complainant Information)***

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

***Contractor Information:***

Name: \_\_\_\_\_

HIC Registration Number \_\_\_\_\_

Business Name: \_\_\_\_\_

Effective Date \_\_\_\_\_

Street Address: \_\_\_\_\_

Expiration Date \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

To verify information, call (800)-231-9910.

**If you are aware of additional addresses or business names for this contractor, please provide them:**

***Contract Information:***







Date Contract Signed: \_\_\_\_\_

Total Amount of Contract: \_\_\_\_\_



***Please check off any of the following prohibited acts (in accordance with MGL Chapter 142A) which you allege took place in your dealings with the home improvement contractor:***

- ☐ Operating without a certificate of registration issued by the administrator;
- ☐ Abandoning or failing to perform, without justification, any contract or project engaged in or undertaken by a registered contractor or subcontractor, or deviating from or disregarding plans or specifications in any material respect without the consent of the owner;
- ☐ Failing to credit to the owner any payment they have made to the contractor or his salesperson in connection with a residential contracting transaction;
- ☐ Making any material misrepresentation in the procurement of a contract or making any false promise of a character likely to influence, persuade or induce the procurement of a contract;
- ☐ Knowingly contracting beyond the scope of the registration as a contractor or subcontractor;
- ☐ Acting directly, regardless of the receipt or the expectation of receipt of compensation or gain from the mortgage lender, in connection with a residential contracting transaction by preparing, offering or negotiating or attempting to or agreeing to prepare, arrange, offer or negotiate a mortgage loan on behalf of a mortgage lender;
- ☐ Acting as a mortgage broker or agent for any mortgage lender;
- ☐ Publishing, directly or indirectly, any advertisement relating to home construction or home improvements which does not contain the contractor's or subcontractor's certificate of registration number or which does contain an assertion, representation or statement of fact which is false, deceptive, or misleading;
- ☐ Advertising in any manner that a registrant is registered under this chapter unless the advertisement includes an accurate reference to the contractor's or subcontractor's certificate of registration;
- ☐ Violation of the building laws of the commonwealth or of any political subdivision thereof;
- ☐ Misrepresenting a material fact by an applicant in obtaining a certificate of registration;
- ☐ Failing to notify the administrator of any change of trade name or address as required by section thirteen;
- ☐ Conducting a residential contracting business in any name other than the one in which the contractor or subcontractor is registered;
- ☐ Failing to pay for materials or services rendered in connection with his operating as a contractor or subcontractor where he has received sufficient funds as payment for the particular construction work, project or operation for which the services or materials were rendered or purchased;
- ☐ Failing to comply with any order, demand or requirement lawfully made by the administrator or fund administrator under and within the authority of this chapter;
- ☐ Demanding or receiving payment in violation of clause (6) of paragraph (a) of section two which states: "a time schedule of payments to be made under said contract and the amount of each payment stated in dollars, including all finance charges. Any deposit required under the contract to be paid in advance of the commencement of work under said contract shall not exceed the greater of one-third of the total contract price or the actual cost of any materials or equipment of a special order or custom made nature, which must be ordered in advance of the commencement of work, in order to assure that the project will proceed on schedule. No final payment shall be demanded until the contract is completed to the satisfaction of the parties thereto;"
- ☐ Violating any other provision of chapter 142A.

***Please attach the following items, if applicable:***

-  A letter detailing your complaint. Please be sure to include all pertinent dates, names, and any other information which supports your claim.
-  Copies of cancelled checks or receipts for payments to the contractor
-  Photos when appropriate
-  A copy of your contract, and building permit if applicable
-  Copies of any court judgments corresponding to this complaint
-  Copies of any correspondence with the contractor or any other party regarding the contract or the complaint

Have you submitted a consumer complaint to the Office of Consumer Affairs and Business Regulations? \_\_\_\_\_

-  If the answer is yes, it would be helpful to submit a copy with this complaint.
-  If the answer is no, please read the enclosed brochure which gives a brief description of the options available to you as a consumer.

Have you communicated with your local building official(s), regarding your problems with your contractor?

If so, please provide his/her name and phone number here: \_\_\_\_\_

***Please read and attest to the following statement:***

***“I hereby certify that the information contained in this complaint package is true and accurate to the best of my knowledge and belief.***

**Signed under penalty of perjury:**

\_\_\_\_\_  
Signature

Filing a complaint with the Board of Building Regulations will not result in monetary awards to you. This complaint may result in disciplinary action against the contractor's Home Improvement Registration. You will be notified in writing of any hearing scheduled relative to the contractor indicated in your complaint.

Thank you for your time and effort with filing this complaint. If you have any questions, please call Anne Marie Rose, Program Coordinator, at (508)-821-9375, extension 564.

Please send this package and all future correspondence to:

***Department of Public Safety/BBRS  
Home Improvement Program  
1 Ashburton Place, Room 1301  
Boston, MA 02108***

***Attention: Program Coordinator***

*For Office Use Only:*